

Language Access. For the purpose of the OVS PMI, language access is defined as providing interpretation or translation services to a crime victim

Goal	Outcome	How Measured	How Verified
To provide the victim with the ability to access systems of care in a language that is most comfortable for the victim	Victim with limited English proficiency is provided in-person interpretation services at the time that the service is needed	<p>Measured by the percentage of limited English proficiency victims who were provided in-person interpreter services as opposed to those that received telephonic interpreter services or those for whom a request could not be fulfilled</p> <p>Number of requests for interpretation services received during the reporting quarter</p> <p>Number of requests for in-person interpretation that were met with in-person interpreter services</p> <p>Number of requests for in-person interpretation that were met with telephonic interpreter services</p> <p>Number of requests for telephonic interpretation that were met with telephonic interpreter services</p> <p>Number of requests for interpretation services unfilled</p> <p>Number of requests for translation services received during the reporting quarter</p> <p>Number of requests for translation services that were met during the reporting quarter</p> <p>Number of requests for translation services that were unmet during the reporting quarter</p>	Demonstration that the grantee maintains a system to measure the percentage of victims who received in-person interpreter services vs. telephonic interpreter services and demonstration that the data kept by the grantee matches that provided to OVS

<p>To provide LEP co-workers and colleagues with the ability to access continuing education, training, and outreach events in a language that is most comfortable for them</p>	<p>Allied professional colleagues are provided with in-person interpretation services at the time that the service is needed</p>	<p>Number of requests for interpretation services received during the reporting quarter</p> <p>Number of requests for in-person interpretation that were met with in-person interpreter services</p> <p>Number of requests for in-person interpretation that were met with telephonic interpreter services</p> <p>Number of requests for telephonic interpretation that were met with telephonic interpreter services</p> <p>Number of requests for interpretation services unfilled</p>	<p>Demonstration that the grantee maintains a system to measure the percentage of allied professionals who received in-person interpreter services vs. telephonic interpreter services and demonstration that the data kept by the grantee matches that provided to OVS</p>
	<p>Victim with limited English proficiency demonstrates or reports satisfaction with the interpretation services</p>	<p>Measured through use of a satisfaction or evaluation scale completed by the victim at the conclusion of each service</p> <p>Number of requests for service (interpretation and translation) that were met during the reporting quarter</p> <p>Number of complaints received about in-person interpretation services during the reporting quarter</p> <p>Number of complaints received about telephonic interpretation services during the reporting quarter</p> <p>Number of complaints received about translation services during the reporting quarter</p>	<p>Demonstration that the grantee maintains a way to measure the satisfaction of victims who are using the language access services, demonstration that the measurement matches that which is provided to OVS</p>
<p>To provide victim service providers ready and efficient access to interpretation services in a way that increases the providers' ability to provide services to the client</p>	<p>Victim service providers report satisfaction with the interpreter bank services</p>	<p>Measured through use of a satisfaction or evaluation scale completed by the victim service provider at the conclusion of each service</p> <p>Number of different service providers that requested interpretation services during the reporting quarter</p> <p>Number of different service providers that received services during the reporting quarter</p> <p>Number of service providers that completed a quarterly satisfaction</p>	<p>Demonstration that the grantee maintains a way to measure the satisfaction of victim service providers who are using the language access services, demonstration that the measurement matches that which is provided to OVS</p>

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